

LIBRARY MONITOR

DISTINGUISHING FEATURES

The fundamental reason the Library Monitor exists is to monitor behavior and noise levels in the library in the Library in the Community Services Department. This classification is not supervisory. Work is performed under general supervision by a Library Coordinator or Senior Library Coordinator.

ESSENTIAL FUNCTIONS

Makes the initial contact with library customers to request appropriate behavior. This includes, but is not limited to, asking customers to abide by established Rules of Conduct, which clearly state proper behavior and appropriate noise levels for the Library.

Responds promptly to security gate alarms at the library exits.

Moves through all areas of the library at regular intervals to maintain awareness of activity levels and staff security concerns.

Stands or sits at the monitor station in the lobby area of the Library when not engaged in other activities.

Follows established procedures for evacuation of the building in the event of fire alarms or power outages.

Answers brief directional questions, referring customers to the Reference Desk and Customer Service Desk as needed.

Assists outside groups with meeting room needs, as needed.

Assists in keeping the library neat in appearance.

Performs other duties assigned as time and service levels permit.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Ability to:

Work 15-20 hours per week including weekend and evening hours.

Communicate positively and effectively with all age groups.

Enforce rules in a positive but clear manner.

Understand and perform job duties through oral and written instructions.

Maintain regular consistent attendance and punctuality.

Move light objects (less than 20 pounds) long distances (more than 20 feet).

Learn job-related material primarily through oral instruction and observation which takes place mainly in an on-the-job setting.

Remain in a standing position for extended periods of time.

Refer patron questions to appropriate staff.

Education & Experience

Any combination of education, training and experience that demonstrates the ability to perform the required duties. Previous experience working in customer service is highly desirable.

FLSA Status: Non-exempt

HR Ordinance Status: Part-time or Contract

